

Dermatology Associates, Inc.

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WELCOME NEW PATIENT:

We would like to take this opportunity to welcome you to our practice. Prior to your first office visit we ask that you complete the enclosed Registration and Patient Medical History forms in full, and also read and sign our Insurance and Financial Policy. We ask that you please return them to our office as soon as possible. If you are unable to return this information completed in full prior to your visit, please plan to arrive at least 15 minutes before your scheduled appointment time. This will allow us time to enter your information into our system before you see the doctor.

Office Hours: Monday – Thursday, 8:00am – 4:45pm; Friday, 8:00am – 3:30pm. Appointment times vary based on physician and location. Established patient after-hour emergencies call the Winchester Medical Center switchboard operator at 540-536-8000, and ask for the doctor on call.

Appointments:

- Appointments must be made by telephone.
- If after your first appointment you have information that has changed, please arrive 15 minutes early so that we may complete those changes.
- Scheduling is heavy and there may be a 4-6 week wait prior to your appointment. Every attempt is made to schedule appointments as soon as possible, and to minimize waiting times at your appointment. Emergencies and unplanned circumstances do, however, sometimes take place.
- **Patients under the age of 18 must be accompanied by a parent or documented legal guardian for their first appointment.** After the initial visit you may sign an **Authorization to Treat Minor** that will allow us to see your child in your absence for follow-up appointments.
- **If you cannot keep your appointment, we ask that you cancel office visits 24 hours in advance and surgical visits 48 hours in advance. There will be a \$50.00 charge for any uncanceled office visit or cosmetic appointment, and a \$75.00 - \$200.00 charge for any surgery appointment not canceled.** These charges are patient responsibility and cannot be billed to your insurance company.

Bring to your Appointment:

- Your Insurance Card(s). **Please note:** if you do not bring your insurance card(s), you will be considered Self-Pay.
- A listing of any medications including vitamin and herbal supplements you may be taking.

Referrals: If your insurance card lists a Primary Care Physician (PCP), you will need a referral from this physician prior to your appointment. Check with your insurance company or employer if you are unsure whether you need a referral to see a dermatology specialist. Obtaining this information is the patient's responsibility, and if required but not obtained your insurance company will not allow or reimburse our charges. **You will be asked to reschedule if you do not have a required referral.**

Prescription Refills: We do not accept medication refill requests by phone. Please contact your pharmacy for refill requests.

Medical Record Information Requests or Form Completion: There is a charge for completing any form that is not directly related to reimbursement of medical services. Your signature on our Medical Record Request form is required in order for us to release your medical record information. A standard processing fee will be charged for medical record copies, and a \$20.00 fee for forms that require completion by our physicians. This process may take **7-14 days**, depending on volume.

Participating Insurance Companies – Please see the back of this page for a listing and further information.

WE PARTICIPATE WITH THE FOLLOWING INSURANCE COMPANIES (UPDATED 6/2017)

We will be happy to file your insurance claims for you if your insurance is one with which we participate. Please be sure to bring your insurance card(s) with you, along with the complete mailing address that corresponds to your claim. **Remember, if your insurance requires a referral, it is the patient's responsibility to obtain that referral prior to their appointment. If you do not have this referral you will be asked to re-schedule your appointment.** We do participate in the following insurance companies:

Aetna	MD IPA
*Anthem BS of Virginia (see below)	Medicare
*BS Federal Employee Program	Medicare PFFS
Champus/Tricare & Tricare Prime	One Net
Cigna PPO & HMO	One Net Select
Coventry	Optimum Choice
Great West	Railroad Medicare
Healthsmart Benefit Solution	United Healthcare
*Highmark BS	Virginia Premier

*All BS Companies that have a suitcase logo on the front of the card with PPO inside.

If you do not see your insurance listed, please ask in the event that we have recently signed to participate.

As a patient, you are responsible for knowing what your insurance company covers. If you have any questions **regarding your insurance**, contact your employer or insurance company. **As a service to our patients we file your insurance and make every attempt to obtain authorization for procedures or surgery.** We do not verify benefit coverage.

If your insurance is one we do not participate with, filing is your responsibility. We will provide you with the necessary information your insurance company requires. If you do not have insurance, **full payment for your office visit is expected at the time of your appointment.** If you are unable to make full payment at the time of your initial visit, please contact our billing department prior to your appointment.

Please remember: bring insurance card(s) with you to every appointment.